

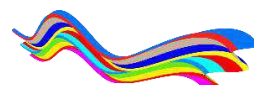
2017 – 2018  
*Annual Report*



COME HOME  
TO



Laurie Winder



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*Without Continual growth and progress, such words as improvement,  
and success have no meaning" Benjamin Franklin*

# Vision and Mission

## Our Vision Statement:

Our vision is of a community where people are welcomed regardless of their age, race, ethnicity, sexual orientation, gender identification, faith or cognitive/ physical abilities.



## Our Mission Statement:

“Garneau United Assisted Living Place, known as Ashbourne, is a welcoming and dynamic assisted living residence. We are a compassionate and supportive community, open to all peoples and all faiths. We believe our residents wish to live with dignity and independence to the best of their ability and we offer graduated care and services that reflect their changing needs. Our programs nurture the physical, mental, emotional and spiritual well-being of our residents. Working with families and community partners, we promote “aging with dignity” within this vision of holistic living.”

## A Message from the Executive Director

It is both an honour and a privilege to serve as Executive Director for Ashbourne. This role has provided me with countless opportunities to explore and expand the possibilities for the future of Ashbourne. This past year was no exception. Ashbourne was built by the Garneau United church, eighteen years ago, to leave a legacy for this community. It is with great pride that I tell you, 2018 has been a monumental year, in honouring that legacy.



An exciting new program, launched this year, will go a long way to genuinely celebrating the Garneau United Church legacy, that was envisioned more than 20 years ago. Recently, we hired a Community Connector (Outreach) to engage isolated seniors and expand our reach into the surrounding communities. We will welcome seniors from the surrounding area to enjoy our in-house activities. Ashbourne has many amazing resources that can be shared, beyond its walls.

This new program has an asset-based, community development foundation. Our Community Connector will be inviting our residents, who want more meaningful activity, to offer up their skills and talents, both at Ashbourne and in the community. I am of the strong belief that a sense of belonging and purpose is an integral part of individual wellness. One of the main goals of the program is to support our seniors to find those components of wellness, that are important to them but are sometimes elusive in the golden years.

Along with our new program, our newly acquired accessible bus has not only changed the complexion of our recreation program, it has also extended our reach into the community. Thanks to the generous donations, many more of our residents can participate in more varied outings. The bus also created an opportunity for a new partnership that will see us sharing this valuable resource. Ashbourne and SAGE Seniors Association recently developed an arrangement, where SAGE will use Ashbourne's bus and driver, one day per week, to pick up and drop off people to their center downtown. The use of our accessible bus means that more people can attend great programs and utilize the exceptional health services at SAGE.

Our growth continues: 2017 saw Ashbourne becoming the first seniors' residence, in Canada, to achieve Affirming status through the United Church of Canada. 2018 has seen a strengthening of ties and allies, in the LGBTQ2S community. This year, Ashbourne has been an active participant in the Edmonton Pride Seniors Group, Intergenerational dialogues, housing committee and Pride week.

Ashbourne is a stand-alone building, but our services are not. Over the last few months,, I have seen real progress towards Ashbourne becoming a more vibrant part of the greater community, that serves people from diverse walks of life. These new facets of what we do, only adds to the richness and diversity of the fabric of Ashbourne. I am very proud of the work that the staff, residents and board of Ashbourne have accomplished this year. I am very grateful for their work and support. It is my extreme pleasure to work with the people, that are part of the Ashbourne community. I look forward to what the next twelve months will look like as we open our doors wider to let more of the community in.

Respectfully Submitted by Laurie Winder

## Board Chair Report

It is hard to believe that another year has passed so quickly since our last AGM. I take this as an indication that it has been a successful year and that we have had an enjoyable experience. As your Board, our responsibility is to provide fiduciary oversight, develop and monitor a strategic plan for Ashbourne and to ensure that management has all the tools and support it needs to operate effectively, efficiently and safely.

The creation of Ashbourne was the result of a vision developed more than 20 years ago by members of Garneau United Church. That vision has continued to motivate the Board - both the original members in 1998 and new members as they joined over the years - as we explored, discussed and implemented changes and additions to form what Ashbourne has become today. This same initial vision continues to inspire us to explore and consider new and exciting ways in which to deliver the services and programs to the seniors of Edmonton. To that end, the Board undertook a day-long strategic planning session in October 2017. Led by Peter Faid, an excellent facilitator, friend and long-time supporter of Ashbourne for many years, the Board developed the broad outline of an "audacious" plan for future consideration in seniors housing that GUALP can explore. We are excited about the possibilities, and it will continue to explore this plan in the months and years ahead.



On the financial front, I am very pleased to report that the full occupancy trend we have seen over the past two years has continued and solidified and that we have maintained a consistent low vacancy rate in our facility. This means, of course, that our budget projections for revenue have remained stable and that we have been able to continue to gradually pay back those very generous investors whose support and long-term commitment to our project were instrumental in Ashbourne moving from dream to reality in 1998. We are now reaching a point where we can seriously begin to explore the option of consolidating our remaining second mortgage pool with our primary mortgage and thereby lowering the overall interest costs that we pay in the years ahead.

I would like once again to thank the Board Treasurer, Herb Taylor, and Vivien Chu and Betty Marlin who have served as hard-working members of the Finance Committee and have diligently supported Ashbourne management to develop the annual budget and to monitor the revenue and expenses on a monthly basis. The Finance Committee provides the Board a monthly update of our financial picture and are always ready to answer questions and provide more information when asked.

Lorne Pendleton, as Chairperson of the Marketing Committee, has continued to work closely and passionately with our Executive Director in exploring ways in which we can enhance and improve our branding and where and how we can be made more publicly visible in the Edmonton community. Lorne has often challenged the board to think of innovative and different ways in which to approach marketing, and I greatly appreciate his insights and diligence in developing better-known Ashbourne.

Our Board Secretary, Kathy Bruce Kavanagh, took on several tasks over the year and devoted considerable time to policy development, constitutional amendments and a risk management process. I truly

appreciate Kathy taking on projects that are vital to a healthy organization but not always the most interesting.

Of course, all the good work of the Board volunteers requires the continuous support and guidance of our Executive Director Laurie Winder who has achieved much over the past year in furthering Ashbourne as a desirable place to live and to establish our name as a significant facility in our community. I truly appreciate her support of my responsibilities as Chair and have enjoyed working closely with her.

Writing as chair of the Board for this report, it is always bittersweet to acknowledge those Directors who are stepping down from the Board at this AGM.

Barrie Chivers has always provided thoughtful and measured comments in our board discussions, and I have appreciated his insights in many matters with legal elements. Barrie was instrumental in the successful work of the Executive Director Evaluation Committee. We will certainly miss him in our future deliberations.

Laura Kugler was instrumental in guiding our thinking about the intricacies of fund development and its overall structure. Although as a group we have not reached the point where we are ready to go public with any campaign, certainly Laura's insights and guidance will help us to make the appropriate and effective approach.

And finally, but certainly not least, I want to express my sincere thanks to Lea Nicoll Kramer for her two terms on the Board and especially for her role as Vice Chair. Lea was in many respects our editor-in-chief for minutes and all written materials that Ashbourne produced, and she worked very hard as Chair of both the Nominating and the Executive Director Performance Evaluation Committee. Her dedication to the comfort and safety of the residents resulted in our continuous efforts to monitor our physical environment and take appropriate actions when required.

This is also the year for the departure of two other individuals who have made a significant contribution to the life and work of Ashbourne. After five years as our "interim" Chaplain, Carolyn Nicholson will be leaving her role. Carolyn has been a dedicated and loving individual who has successfully worked her way into the hearts of the residents and staff over the years. Providing both caring pastoral care to all those who requested it and weekly programmes to interested residents, Carolyn is leaving some very large shoes to fill. Thank you, Carolyn, for all you have done!

It is very appropriate to recognize the work of our departing Board Administrator, Julie Robinson, who has provided the Board with excellent and timely minutes for the past five years. Julie also contributed greatly to our communication material over the years, and her support of the Board's activities went far beyond what we would expected of our administrator.

I would like to end this report with a sincere word appreciation to all the staff of Ashbourne who collectively have made Ashbourne a safe, comfortable and enjoyable home for our residents. The results of their dedication and caring is reflected in the annual residents' survey, and the Board values their role in transforming our initial vision for Ashbourne into the reality it is today.

Frank Kense, Chair

## The 2017/2018 Board of Directors



Frank Kense  
Chair



Lea Nicoll Kramer  
Vice Chair



Kathy Bruce-Kavanagh  
Secretary



Herb Taylor  
Treasurer



Rob Hankinson  
Director



Vivien Chu  
Director



Lorne Pendleton  
Director



Laura Kugler  
Director

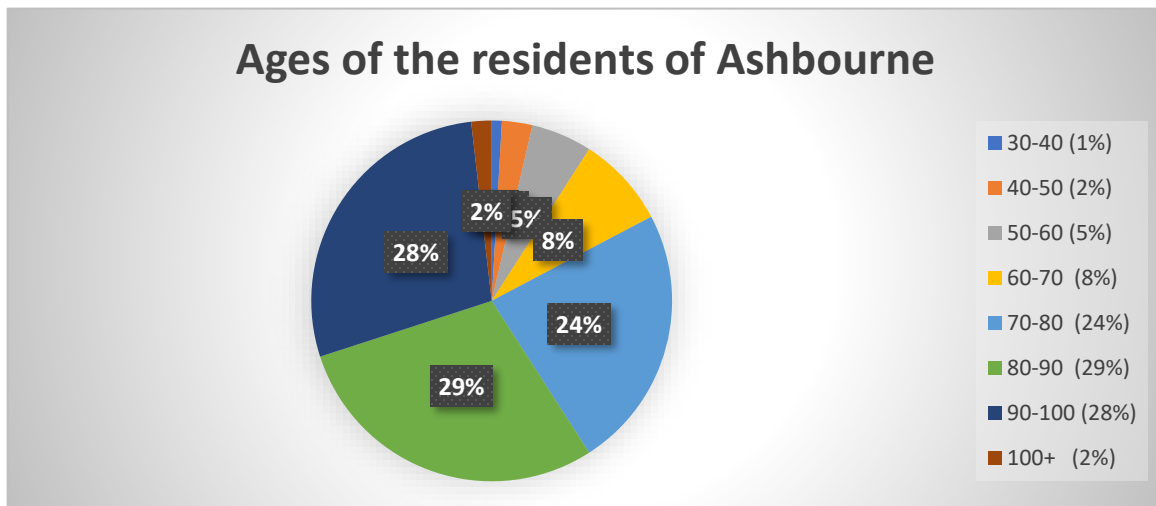


Barry Chivers  
Director



Maureen Aytenfisu  
Director

## Who we are



**Number of Residents:** 116

**Number of suites:** 31 Studios, 57 one bedrooms, and 22 two-bedroom suites.

## Our Staff

### Staff by Department:

Administrative staff (Includes ED, Managers, and concierge): 6

Licensed Practical nurses: 13

Register Nurse: 1

Healthcare Aides: 25

Support staff (Includes housekeeping and servers): 21

Dietary aides: 8

Maintenance: 1

Hair Stylist: 1

Chaplain :1

Community Connector: 1

Total number of Staff - 79

## Ashbourne on the Move



*"Now I can join my neighbours on the bus,  
to go shopping  
and to interesting places around Edmonton.*

*Before the bus,  
it was not  
possible" Mrs.  
Connors*

This year, through  
generous donations,  
Ashbourne was able to  
purchase a new bus!

Having this new bus,  
means that more of our  
residents, with or without,  
mobility issues can join us

We would like to thank our generous  
donors for helping us obtain this great  
bus!

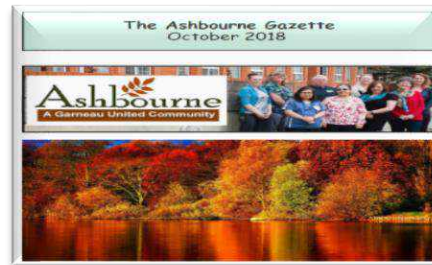
- The residents and their families
- Edmonton Community Foundation
- Garneau Community League



## A YEAR IN REVIEW

Ashbourne had an exciting year full of events, and firsts;

- The launch of our first electronic newsletter (1)
- A red-carpet event to launch three films made at Ashbourne (2)
- A new bus (3)
- Daisy our resident smile ambassador started working at Ashbourne (4)
- We hired our first community connector Angelika. (5)
- A booth at Pride Parade for the second year (6)



1



2



3



4



5



6

## New Program



We are proud to announce a new program, that has been in the works for a considerable amount of time. This September we hired a full-time Community Connector. The purpose of this position is to provide hands-on outreach to Ashbourne residents, and seniors in Garneau and surrounding areas.

Ashbourne was built on the foundation, that it would be a lasting legacy from the Garneau United Church, to the surrounding community. Our goal is to identify and engage, isolated seniors from Ashbourne, and the surrounding community as part of our ongoing efforts towards realizing that legacy. The community connector will also provide linkage between Ashbourne's resources, and isolated seniors. Here are the guiding principles of this new program;

- Age-friendly
- Inclusion, and belonging for diverse populations
- Reduce isolation for seniors, and marginalized populations
- Providing opportunities for Ashbourne residents to be active in their community
- Engaging the strengths and talents of the residents, in the community
- Create a "Community Hub" at Ashbourne that is welcoming to people from the community
- An overall focus on holistic wellness (Mind, body, and soul)

### What will this new program look like?

- We will make referrals for, and with seniors, to external agencies as appropriate
- New activities for Ashbourne, aimed at reducing isolation and promoting wellness (*Men's' sheds, events at Ashbourne, etc.*)
- Assists in developing new actions and overall strategy to support the success of Ashbourne
- Build and maintains connections with community stakeholders to mobilize and encourage participation at Ashbourne
- Create and maintain partnerships with senior serving and community-based organizations.
- Provide welcome and orientation to new residents to the "Life at Ashbourne."

## Our Smile Ambassador

*“Just 15 minutes bonding with an animal sets off a chemical chain reaction in the brain, lowering levels of the fight-or-flight hormone, cortisol, and increasing production of the feel-good hormone” serotonin.*

Byrne, 2015. National Council for ageing care,



Miss Daisy Ashbourne joined us in January of this year. She has become a well-loved fixture in the lobby. Residents, family members, staff and visitors to the building are greeted with an enthusiastic tail wag, and eye contact from Daisy, that quickly prompts a warm interaction. She has increased the number of people coming out of their suites to spend time with her, in the common area. Many residents reminisce about pets from their past, and new friendships have been

formed while sharing time with Miss Daisy. She provides comfort to those that are sad or confused, and in return, a few residents or staff visit her daily and reward her with a treat or take her for a walk. To say she is a little spoiled, would be an understatement, but she has found her place at Ashbourne and has become a valued staff member.

